

## *Congratulations to all Nominees for the 2003 Governor's Award of Excellence*

Fall 2003

## *A Message from the Governor*

- ❖ **Troyd Geist**  
North Dakota Council on the Arts– Bismarck
- ❖ **Pam Wentz**  
Job Service– Fargo
- ❖ **Gary Kline**  
Health Department– Bismarck
- ❖ **Kris LaDouceur**  
State Hospital- Jamestown
- ❖ **Lorraine Schank**  
Job Service– Dickinson
- ❖ **Connie Peterson**  
Human Services- Bismarck
- ❖ **Mark Molesworth**  
Human Services– Bismarck
- ❖ **Barbara Serr**  
Job Service–Bismarck
- ❖ **Robert Rutton\***  
Public Instruction– Bismarck
- ❖ **Gerald Thompson**  
Ag. Department– Bismarck
- ❖ **Roland Nygaard**  
Lake Region Human Service Center- Devils Lake
- ❖ **Krista Andrews**  
Human Services- Bismarck
- ❖ **Mryna Bala**  
Southeast Human Service Center- Fargo
- ❖ **Mark Bethke**  
Highway Patrol– Bismarck
- ❖ **Michelle Jenks**  
Job Service– Bismarck
- ❖ **Jennifer Withham**  
Information Technology Division- Bismarck
- ❖ **Roxann Sauter\***  
West Central Human Service Center- Bismarck
- ❖ **Janel Kolar**  
Game and Fish– Dickinson
- ❖ **Linda Price\***  
North Central Human Service Center- Minot

\* **2003 Winners**

Hard working public employees across the state are serving the people of North Dakota and making a difference in the lives of our citizens. I commend the work ethics of all our employees.

Recently, I proclaimed September 14-20, 2003, as State Employee Recognition Week. This proclamation is a recognition of your work and contribution to our communities. The community spirit of our state is best exemplified by the countless hours of volunteer service; donations of money, food and clothing; and blood drive donations.

Each year state employees have an opportunity to nominate co-workers for the Governor's Award for Excellence in Public Service. The award recognizes employees who go above and beyond the call of duty in service to our citizens. We had many deserving individuals nominated for the awards. Three individuals were selected. Congratulations to Robert Rutton from the Department of Public Instruction, Linda Price from North Central Human Service Center and Roxann Sauter from West Central Human Service Center, this year's Governor's Award winners.

I would also like to recognize another special group of public servants. Many North Dakotans from all different branches of the armed forces are currently deployed across the world fighting the War on Terror. These individuals and their families have made great sacrifices so that we can enjoy safety and freedom. For that they deserve our thanks and our prayers for a safe return.

Thank you for your dedication and continued commitment to excellence in serving the citizens of our great state.

## Workplace Safety

### Falls...

Falls in the home can be a hazard that you are unprepared for. The result of a fall may make tasks you have completed in the past difficult. They may also reduce your quality of life or mobility. Here are some points to remember:

To reduce the chances of a tumble, reduce or eliminate clutter, slippery surfaces, and glass tables with unprotected edges along pathways. Preventing falls is all about being conscious of your surroundings. Fall-related deaths are a significant part of all deaths in the home, according to the National Center for Health Statistics.

Falls can trip up people of all ages, but according to the American Academy of Orthopedic Surgeons, most falls happen in the home to people age 65 and older during everyday activities. Eight out of 10 of those killed by falls are over age 65, and falls are the leading cause of injury-related death among the very elderly, those over age 80. Falls are also the leading cause of injury and hospital admission for older adults. An aging State employee population needs to consider hazards that may reduce our quality of life. As you or you loved ones (Elderly Parents) approach middle age and/ or retirement consider home safety.

Remember these points when fall-proofing your living and family rooms:

- \* Glass tables are especially dangerous. You may receive further injuries if you fall onto one and the glass shatters. Your best bet: sturdy wooden tables with rounded corners.
- \* Arrange furniture to provide open pathways.
- \* Keep electrical and telephone cords out of walkways.
- \* Remove hazards. Harmless-looking items like a child's crayon or a magazine on the floor can easily cause a fall.

Wet surfaces may not appear dangerous until you step on them—and then it's too late. Heed these tips to stay safe in your kitchen and bathrooms:

- \* Clean up grease, water and other liquids immediately. Don't wax floors.
- \* Avoid climbing and reaching to high cabinets or shelves, or use a sturdy step stool with handrails.
- \* Always keep a night-light on in your bathroom.
- \* Use bathroom rugs with nonskid backing.
- \* Install grab bars by toilets and in the shower and tub.

- \* Vary the colors in your bathroom. Having a white tub, white toilet and white walls is a big safety hazard. If everything is one color, add bright decals and even red tape so older adults can see where the edges are.

Be sure shower stalls have code standard shatterproof glass

For more information visit <http://www.nsc.org/index.htm>



### Interesting Fact:

At the School for the Deaf in Devils Lake there are 53 employees and of the 53 employees:

13—have 21 or more years of service with the State

12—have 11-20 years of service

16 have more than 5 years of service.

## President's Corner

The State Employee Recognition Week activities were the third week of September and I hope that all State Employees had a chance to participate in some event in your area. The Governor's Awards for Excellence were also awarded that week.

If you have ideas for future

Recognition weeks activities - Contact your local representative.

We won't be able to print a newsletter this biennium because the budget was cut for our printing costs. However, we will show a copy on our web-page quarterly, so when you read our web-page,

please print one and put on a bulletin board for others to read.

Have you had your yearly Physical??

Early Detection and preventative measures sure helped me this year.

Have a great Fall.

## Working in the Cold

The four environmental conditions that cause cold-related stress are low temperatures, high/cool winds, dampness and cold water. Wind chill, a combination of temperature and velocity, is a crucial factor to evaluate when working outside. A dangerous situation of rapid heat loss may arise for any individual exposed to high winds and cold temperatures.

### New wind chill chart

Frostbite occurs in 15 minutes or less

		Temperature (°F)											
	30	25	20	15	10	5	0	-5	-10	-15	-10	-25	
Wind (MPH)	5	25	19	13	7	1	-5	-11	-16	-22	-28	-34	-40
	10	21	15	9	3	-4	-10	-16	-22	-28	-35	-41	-47
	15	19	13	6	0	-7	-13	-19	-26	-32	-39	-45	-51
	20	17	11	4	-2	-9	-15	-22	-29	-35	-42	-48	-55
	25	16	9	3	-4	-11	-17	-24	-31	-37	-44	-51	-58
	30	15	8	1	-5	-12	-19	-26	-33	-39	-46	-53	-60
	35	14	7	0	-7	-14	-21	-27	-34	-41	-48	-55	-62
	40	13	6	-1	-8	-15	-22	-29	-36	-43	-50	-57	-64
	45	12	5	-2	-9	-16	-23	-30	-37	-44	-51	-58	-65
	50	12	4	-3	-10	-17	-24	-31	-38	-45	-52	-60	-67
	55	11	4	-3	-11	-18	-25	-32	-39	-46	-54	-61	-68
60	10	3	-4	-11	-19	-26	-33	-40	-48	-55	-62	-69	

## Fish Award Nominees



### Third-quarter nominees:

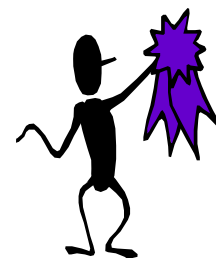
Rose Nelson, ND Health Department-Bismarck; Scott Mahar, HECN-Grand Forks; Gary Bornsen, ND School for the Blind-Grand Forks; Paul Olson, ND Vision Services-Grand Forks; Lanna Slaby, ND Vision Services-Jamestown; Rangina Bina, ND School for the Blind-Grand Forks; Margaret Stanton,

DHS-Bismarck; Marla Paulson, ND State Library-Bismarck; Marcia Peterson, WCHSC-Bismarck; Margaret Elhard, DHS-Bismarck; Del Ekstrom, Central Personnel-Bismarck; Candy Skauge & Letha Cat-tanack, NDSU – Library Office-Fargo; Mary Jo McCann, NDSU – Vet & Micro Dept.-Fargo; Val Kettner, NDSU – Sponsored Programs– Fargo; Deb Tanner, NDSU-Fargo.

**Fourth-quarter nominees:** Dr. Mary Sens, UND Pathology-

Grand Forks; Nancy Sylling, School for the Deaf- Devils Lake.

Congratulations to Rose Nelson (3rd quarter winner) and Dr. Mary Sens (4th quarter winner). Rose and Mary will each receive a COSE t-shirt.



## Stolen Identity – Now What?

Even though you have taken all the preventative steps, you find out your identity has been stolen. What do you do now? The most important thing to remember is **ACT QUICKLY!**

There are certain steps you can take to get yourself on the right road to recovering your identity and correcting any mistaken information that may be contained in your credit report. Unfortunately it may take months to clear your name. Three basic actions should be taken immediately:

1. **File a report with your local police.** It is a crime in North Dakota for an individual to use another individual's identifying numbers. Once the police report is written, request a copy for your files. You may be asked by your bank, credit card companies or other agencies to supply a copy of this report for their files. Even if the police can't catch the identity thief in your case, having a copy of the police report can help you when dealing with creditors.
2. **Contact the fraud departments of each of the three major credit bureaus.** Tell them you are an identity theft victim. Request a "fraud alert" be placed in your file as well as a victim's statement asking that creditors call you before opening any new accounts or changing your existing accounts. This can help prevent an identity thief from opening additional accounts in your name.

At the same time, order copies of your credit reports from the credit bureaus. Credit bureaus must give you a free copy of your report if your report is inaccurate because of fraud. Review your report carefully to make sure no additional fraudulent accounts have been opened in your name or unauthorized changes made to your existing accounts. In a few months, order new copies of your reports to verify your corrections and changes, and to make sure no new fraudulent activity has occurred.

3. **Contact the creditors for any accounts that have been tampered with or opened fraudulently.** Creditors can include credit card companies, telephone companies and other utilities, and banks and other lenders. Ask to speak with someone in the security or fraud department of each creditor, and follow up with a letter. It is particularly important to notify credit card companies in writing because that is the consumer protection procedure the law spells out for resolving errors on credit card billing statements. Immediately close accounts that have been tampered with and open new ones with new Personal Identification Numbers (PINs) and passwords. Keep a log of all of your telephone calls, including time and date of call as well as the name of person to whom you spoke.

Other steps you may wish to take after your identity has been stolen are:

- If you discover that an identity thief has changed the billing address on an existing credit card account, close the account. When you open a new account, ask that a password be used before any inquiries or changes can be made on the account.
- If your identity thief has stolen your mail to get new credit cards, bank and credit card statements, pre-screened credit offers or tax information, or if an identity thief has falsified change-of-address forms, that is a crime. Report it to your local postal inspector.
- If you have reason to believe that an identity thief has tampered with your bank accounts, checks or ATM card, close the accounts immediately. When you open new accounts, insist on password-only access.
- If you believe someone is using your social security number (SSN) to apply for a job or to work, that is a crime. Report it to the Social Security Administration's (SSA) Hotline at 1-800-269-0271. You may also call the SSA at 1-800-772-1213 to verify the accuracy of the earnings reported on your SSN, and to request a copy of your *Social Security Statement*. Follow up your calls in writing.
- If you suspect that your name or SSN is being used by an identity thief to get a driver's license or a non-driver's ID card, contact the Department of Transportation at 701-328-2601. **Remember you do not have to have your SSN as your driver's license number!**
- In rare instances, an identity thief may create a criminal record under your name. If this happens to you, you may need to hire an attorney to help resolve the problem.

If you have been a victim of identity theft, file a complaint with the Federal Trade Commission (FTC) by contacting the FTC's Identity Theft Hotline by telephone: toll free 1-877-IDTHEFT; by mail: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580; or on-line: [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft). The FTC has an outstanding publication called **ID Theft, When Bad Things Happen To Your Good Name** that is available on-line.

# Health Plan

## Summary of Plan Changes Effective 7/1/03

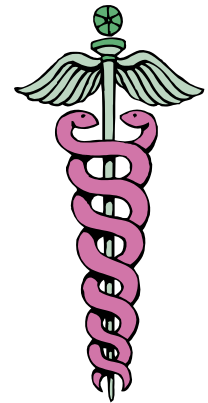
### Health Plan Summary of Plan Changes Effective 7/1/03

The following is a brief summary of your plan changes effective July 1, 2003:

#### Cost Sharing Amounts

The cost sharing amounts have been revised as follows:

- Coinsurance Amounts
  - o BASIC Plan changed from 80% to 75% of allowed charge
  - o PPO Plan changed from 85% to 80 of allowed charge
  - o EPO Plan changed from 90% to 85% of allowed charge
  - o Non-formulary drug benefit is 50% of the allowed charge
  - o Diagnostic X-ray/ lab services are subject to the deductible and coinsurance. The copayment amount no longer applies.



#### Psychiatric and Substance Abuse Services

- Inpatient
  - o Benefits for psychiatric and substance abuse services have been revised to allow a combined maximum benefit allowance of 45 days per member per benefit period. Preauthorization is required.
- Substance Abuse Residential Treatment
  - o Benefits have been added for substance abuse residential treatment services. Benefits will be subject to a maximum benefit allowance of 60 days per member per benefit period. Preauthorization is required.

#### Transitional Care Units

Benefits are available for transitional care units. Preauthorization is required.

#### Long-Term Acute Care Facilities/Rehabilitation

Preauthorization is required for long-term acute care facilities and for an inpatient admission to a rehabilitation facility.

#### Network Provider Directory Listing

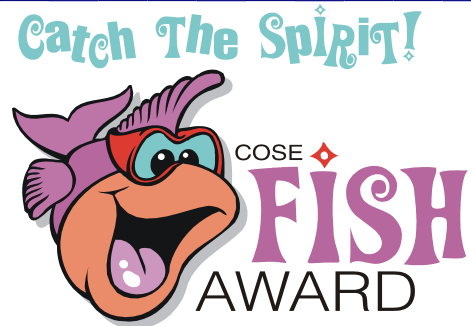
Language has been added advising members that the PPO and EPO Provider Directories are available by calling the number on the back of the ID card or by visiting the BCBSND or NDPERS web sites.

If you have any questions, please call the number listed on the back of your insurance ID card.



# Fish Awards

**F**riendly  
**I**nitiative  
**S**mile  
**H**elpful



Developed by the State COSE Board of Directors, the Fish Award:

- ❖ Symbolizes excellence in customer service,
- ❖ Recognizes employees who promote customer service in state government,
- ❖ Acknowledges employees who model excellence in customer service to other fellow State Employees,
- ❖ Exemplifies the standard "We all have a customer; we all provide service to others," and
- ❖ Recognizes employees who understand that "Providing customer service is part of our job."

For more information on this award, or to nominate someone, contact your COSE representative. All nominations must be received by January 7, 2004 to be eligible for this quarters' award. Nomination forms can be found on the web at [www.state.nd.us/cose/](http://www.state.nd.us/cose/) or from your COSE representative.

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WE'RE ON THE WEB  
[WWW.STATE.ND.US/COSE](http://WWW.STATE.ND.US/COSE)



**Council Of State Employees**



# ***Call 511***

**If your phone company  
does not support 511  
call 1-866-MY ND 511  
(696-3511)**

**(Both numbers are toll-free)**

- **24-hour voice response real time information**
- **Service available from your home, office, or cell phone**
- Winter driving conditions
- Weather forecast information
- Construction information
- Seasonal Load restrictions

Visit our Web Site for Travel Planning  
[www.discovernd.com](http://www.discovernd.com)

## **Instructions on using 511**

- 1. Call 511 (listen for instructions)**
- 2. Select state and route**
- 3. Select road segment you need  
conditions for**

**It's that simple!**